Eastern Cape: Makana Municipality (EC 104) - Approved Schedule of Service Delivery Standards Table 2019/20

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	Once a week
Bulk Removal (Frequency)	Once a week
Removal Bags provided(Yes/No)	yes one per week
Garden refuse removal Included (Yes/No)	got 52 identified garden refuse dumping spots
Street Cleaning Frequency in CBD	every day
Street Cleaning Frequency in areas excluding CBD	when needed
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	longer
Recycling or environmentally friendly practices(Yes/No)	yes we try
Licenced landfill site(Yes/No)	yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Assessment is conducted once a year by the Department of Water and Sanitation, Water quality sampling and analysis is done monthly.
Is free water available to all? (All/only to the indigent consumers)	Only to the indigent
Frequency of meter reading? (per month, per year)	Yes
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	some 3 months/some longer periods
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	varies on circumstances/some 3 months/some longet than 3 months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	2 hours
Up to 5 service connection affected (number of hours)	4 hours
Up to 20 service connection affected (number of hours)	24 hours
Feeder pipe larger than 800mm (number of hours)	8 hours
What is the average minimum water flow in your municipality?	45900kl
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No, Environmental components are attended by the relevant section
How long does it take to replace faulty water meters? (days)	domestic meter 30 days, bulk meter 30 days if it is on a built chamber
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes, but only at James Kleynhans side
Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes- two of our main feeding substation do have an operational ripple control. No- one of our main feeding substation doesn't have a ripple control
How much do you estimate is the cost saving in utilizing the ripple control system?	It will saves the Municipality from being charged the penalties
What is the frequency of meters being read? (per month, per year)	Per Month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Two months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three Months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	It depends on the nature brakages but maximum is one day
Are accounts normally calculated on actual readings? (Yes/no)	yes on pre-paids but on bulk & conventional meter its actual reading and maximum demand
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	24 hours after notification
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No
How effective is the action plan in curbing line losses? (Good/Bad)	No plan at all
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5 working days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	within standard period of 90 days (3 months)

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How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	within standard period of 90 days (3 months)
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	within standard period of 90 days (3 months)
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes, recycling is done.
To what extend do you subsidize your indigent consumers?	0
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	
Sewer blocked pipes: Large pipes? (Hours)	3 HOURS, up to 450mm
Sewer blocked pipes: Small pipes? (Hours)	2 hours up to 160mm
Spillage clean-up? (hours)	1 hour
Replacement of manhole covers? (Hours)	45 minutes per cover
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	24 hours
Time taken to repair a single pothole on a minor road? (Hours)	48 hours or longer
Time taken to repair a road following an open trench service crossing? (Hours)	Immediately
Time taken to repair walkways? (Hours)	72 hours or longer
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	It takes approximately 6 Months as 2 supplementary valuation rolls are done per financial year (half yearly). Charges are backdated to date of completion.
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Unauthorised expenditure is managed better and there is a process of reporting that is being followed. Wasteful expenditure does still occur due to the inability to pay old creditors and the resultant interest charged
Are the financial statement outsources? (Yes/No)	Yes, with in-house skills transfer
Are there Council adopted business process structuring the flow and managemet of documentation feeding to Trial Balalnce?	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	More than 30 days depending on cash flow
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	The Corporate & Shared Services Directorate tries respond to enquiries and requests immediately in most cases.
Time to respond to a verbal customer enquiry or request? (working days)	1 day
Time to respond to a written customer enquiry or request? (working days)	1 day
Time to resolve a customer enquiry or request? (working days)	1 day
What percentage of calls are not answered? (5%,10% or more)	5 percent
How long does it take to respond to voice mails? (hours)	At most 1 hour.
Does the municipality have control over locked enquiries? (Yes/No)	yes
Is there a reduction in the number of complaints or not? (Yes/No)	yes there is a reduction
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	2 days at most
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	When Necessary

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Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	15 Minutes
How long does it take to renew a vehicle license? (minutes)	10 Minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	Duplicates are not issued by us, we only do the duplication
How long does it take to de-register a vehicle? (minutes)	20 Minutes
How long does it take to renew a drivers license? (minutes)	30 minutes
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	High risk areas 5 minutes, midium risk 7 min and low risk 12 min
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
Economic development	
How many economic development projects does the municipality drive?	20
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	5
What percentage of the projects have created sustainable job security?	60
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	YES
Does the municipality have training or information sessions to inform the community? (Yes/No)	YES
Are customers treated in a professional and humanly manner? (Yes/No)	YES

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